



**State of Utah**

**Product Description**

**Product Number: 4209.17.15**

## **PROMETRIC APPLICATIONS**

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**Version:** 1.0.20  
**Product Owner:**  
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Prometric is the recognized global leader in technology-enabled testing and assessment services. In fact, we invented the industry. Headquartered in Baltimore, Maryland, Prometric offers test design, test delivery and data management services to clients around the world. In 2008, we delivered more than nine million exams through a network of over 10,000 testing locations in more than 160 countries. Our strong and steady growth pay testimonial to the success of the customers who inspire us.

The certification and assessment markets are designed to validate knowledge levels and skill sets; to prove job capabilities and to protect the public from those who would be fraudulent. Prometric is a collaborative partner who has been at the forefront of the industry for decades successfully assisting our clients who seek to assess minimum competencies and validate professional credentials through: rigorous test development and delivery processes and in meeting their certification objectives through reliable, innovative technology and creative intelligence.

The hours of support required for Prometric Applications are listed below.

Application	Support Hours	Days of Week
Applications listed below	Business Hours: 8:00 am to 5:00 pm	Monday through Friday except State Holidays

## **Product Features and Descriptions**

Feature	Description
Prometric Applications	
Fingerprinting	Biometric fingerprinting for background checks.

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<b>Insurance License Exams</b>	<ul style="list-style-type: none"> <li>• Test Development</li> <li>• Test Delivery</li> <li>• Data Management</li> <li>• License Processing</li> <li>• Test Vouchers</li> </ul>
<b>Application Service Desk (Tier I and Tier II)</b>	A first line response application service desk is available. Most application support issues can be resolved by first contact resolution. At present the application service desk is a store & forward system that is managed by DTS/DET. There are issues, such as data fixes, that need extended application support, PROMETRIC Applications extended application support is provided by the PROMETRIC. In most cases the application service desk requires the skills of an Applications specialist, a data analyst or a business analyst; See Service Levels and Metrics.
<b>Extended Application Service Desk (Tier III &amp; Tier IV)</b>	PROMETRIC Applications extended applications service desk support is provided by the PROMETRIC Help Desk (Tier II, Tier III and Tier IV type incidents). DTS embedded staff will work closely with PROMETRIC Help Desk staff to resolve issues as needed.

## Features Not Included

Feature	Explanation
Extended Application Service Desk (Tier III & Tier IV)	Extended application service desk including dba data fixes, business rule modifications, or coding issue resolution are not supported in most instances by DTS. Extended applications service desk support and DBA data fixes are provided by the PROMETRIC (most Tier II, Tier III and Tier IV incidents). DTS embedded staff will contact and work closely with the PROMETRIC Help Desk staff to resolve issues as needed.

## Rates and Billing

Feature	Description	Base Rate
Application Service Desk (Tier I & Tier II)	DTS staff provides first line application service desk support.	See current approved Enterprise rate sheet.
Application Support Specialist	DTS staff provides application specific support.	
Applications Data Analyst	DTS staff provides data analysis services as needed.	
Application Business Analyst	DTS staff provides business analyst services as needed.	
Hosting	Hosting Services	

## Ordering and Provisioning

Potential PROMETRIC State Applications users, PROMETRIC Applications users and/or DTS support personnel make requests for provisioning (login and role assignments) via the DTS Enterprise Service Desk which in turn is requested through the PROMETRIC Help Desk.

Application bugs and desired features or enhancements are also initially reported / requisitioned via the DTS Enterprise Service Desk.

## DTS Responsibilities

1. Unit testing of modifications to the application and to fixes of reported bugs and implemented enhancements that accommodate legislative mandated changes, changes in business practices,
2. Ensure appropriate changes are made in the associated applications and interfaces to and from PROMETRIC Applications to keep them in sync with changes being made to the Department applications. PROMETRIC is responsible for applications and interfaces that communicate with Department Applications. Whereas DTS is primarily responsible for applications and interfaces locally as developed by DET, Utah Interactive and other 3<sup>rd</sup> parties. DTS will coordinate testing with these ancillary systems as needed.
3. Assist the Insurance Department in defining requirements for enhancements and legislative changes. Raise issues to Insurance when decisions need to be made related to how a change should be implemented from a business perspective.
4. Define technical requirements for enhancement requests and legislative changes.
5. Communicate changes being made to the PROMETRIC Applications application to UID and 3<sup>rd</sup> parties that interface with the PROMETRIC application. Coordinate testing of the interfaces with these applications. 3<sup>rd</sup> Parties and other DTS State agencies that need to be made aware of changes include: UII (CAS, CLR, IPS), Paymentech (Credit card authorization & settlement), Medicap, Adobe eForms, SIRCON, etc.
6. Coordinate business rule and configuration table changes making sure any changes that affect any 3<sup>rd</sup> parties are communicated to and coordinated with all parties.
7. Evaluate proposed legislation with respect to impacts on the PROMETRIC Applications application. Identify changes in consultation with PROMETRIC and 3<sup>rd</sup> parties, to the application necessary to implement the legislation and estimate the DTS, PROMETRIC and others efforts required to make the changes and/or enhancements.
8. Maintain other systems needed to support the PROMETRIC Applications application: Systems DTS/UID is responsible for supporting or coordinating the support for including; Prometric business rules, Prometric UID account administration, Prometric account and role administration, PROMETRIC business rules administration, PROMETRIC first level application support and others.
9. Provide management and administration for 3<sup>rd</sup> party applications that support the DTS development and change management processes. This includes version control for software and documentation and Service Now Service Desk problem tracking and management.

## Agency Responsibilities

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1. Define business requirements for changes being requested in the PROMETRIC Applications application.
2. Request required reference table changes to support new transactions, or other approved changes for PROMETRIC Applications.
3. Report bugs discovered in the application in Service Now or to the DTS Enterprise Service Desk. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.
4. Cooperate with DTS and PROMETRIC Applications staff as subject matter experts when requested.
5. UID employees will report incidents using the criteria listed below:

<u>Urgency</u>	<u>Definition</u>
• Low	• Routine request
• Medium	• Work impacted
• High	• Work stoppage with work around
• Urgent	• Total work stoppage

## DTS Service Levels and Metrics

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**Sircon for States (SFS)** is required to be up and operational during the hours that the UID offices open for business (8:00 a.m. to 5:00 p.m. Monday thru Friday excluding holidays Mountain time. Public hours are 8:00 a.m. to 5:00 p.m.). The databases are also required to be up for consumer and industry access as well as certain back-end processes that run during business off hours (24 x 7 with scheduled maintenance windows). While Sircon Corporation is responsible for the actual service 24x7, there is a replicated database locally, customized applets, reports, and other third party applications that rely on 24x7 access to the Sircon databases.

- **Hours of support coverage for the Insurance Department includes 8:00 AM – 5:00 PM Mtn Monday – Friday.**
- **Sircon Corporation is responsible for extended application support and hosting of the service. See Sircon For States PD Exhibit A 4209.02.13a for Sircon Corporation’s Support, SLA, System Performance and Operating Objectives.**

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS’ efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS’ efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Prometric	99.00%

Times exclude those tickets in a “Pending” status waiting a known bug fix.

### Resolution Time:

Resolution time measure DTS’ efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS’ efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%

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Critical priority - 3 Clock hours	90%
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### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied



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